

# 2009

*Environmental Health  
And Safety Report*



*The Journey to*  
Safer, Greener, Healthier.



# Table of Contents

## 2009 Environmental Health & Safety Report

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- I. Letter from Roy W. Deitchman**  
Vice President, Environmental Health & Safety
  
- II. Amtrak Operations**
  
- III. EHS Success Stories - 2009**
  
- IV. Environmental**  
  
Highlights/Projects  
Metrics
  
- V. Public Health**  
  
Highlights/Projects  
Metrics
  
- VI. Safety**  
  
Highlights/Projects  
Metrics
  
- VII. Awards and Recognition**
  
- VIII. Contact Information**

## I. Letter from Vice President, Environmental Health & Safety

Dear Reader:

The Amtrak journey toward improved environmental, public health, and safety performance continued in 2009—a year that also saw more public awareness of the efficiency of rail travel and government support for high-speed rail projects throughout the United States.

The best illustration of the movement from historic rail operations to modern railroading was the implosion of the Steam Plant Stack at Philadelphia’s 30<sup>th</sup> Street Station. The Steam Plant was more than 80 years old and had not operated since 1968. It had reliably provided steam for heating and operations at the station and yard for 40 years. The Steam Plant contained asbestos materials and had a 430-foot stack. After careful removal of asbestos materials, the stack was imploded on Nov. 15, 2009, and landed directly in the prepared crash zone.

In 2009, improvements included the rollout of the *Safe-2-Safer* program, designed to change the Amtrak Safety culture and led by Joseph Boardman, Amtrak’s President. Energy management programs were developed, and efficiency goals at shops and stations were set. The Public Health group managed drinking water issues as well as the Amtrak response to H1N1 flu. Recycling was introduced on all Amtrak trains with food service cars. Amtrak continued to expand management of greenhouse gas emission reductions with the Chicago Climate Exchange and joined The Climate Registry.

This 2009 Report provides more information on the Amtrak EHS performance, including detailed metrics.

We appreciate your time spent reviewing the 2009 Report. We hope our “Journey to a Safer, Greener, Healthier Amtrak” demonstrates our commitment to better service and better performance. Please contact me at [deitchr@amtrak.com](mailto:deitchr@amtrak.com) if you have comments or questions.

Roy Deitchman  
Vice President  
Environmental Health & Safety

## II. Amtrak Operations

The National Railroad Passenger Corporation (Amtrak) is the nation's intercity passenger railroad company. Amtrak began service on May 1, 1971, and has preferred stock held by the U.S. Department of Transportation.

Amtrak owns:

- 363 miles of the 456-mile Northeast Corridor, from Washington to Boston, where *Acela Express* trains operate at speeds of up to 150 mph
- a 62-mile track segment from New Haven, Conn., to Springfield, Mass.
- 104 miles between Philadelphia and Harrisburg over which trains travel up to 110 mph
- 97 miles of track in Michigan over which trains travel at 95 mph

About 70 percent of the train-miles traveled by Amtrak trains are on tracks owned by freight and commuter railroads. Amtrak's corporate headquarters offices are located at Union Station in Washington, DC.

Amtrak employs approximately 20,000 people throughout the country. Annual ticket revenue and passenger trips taken over the past five years as follows:

| Year    | Ticket Revenue<br>(in billions) | Ridership – Passenger Trips<br>(in millions) |
|---------|---------------------------------|--|
| FY 2005 | \$1.23                          | 24.0   |
| FY 2006 | \$1.37                          | 24.3   |
| FY 2007 | \$1.52                          | 25.8   |
| FY 2008 | \$1.73                          | 28.7   |
| FY 2009 | \$1.60                          | 27.2   |

The Amtrak Environmental Health and Safety Department works in three primary functional areas: Environmental, Public Health and System Safety.

### III. Success Stories in 2009

Each of the Amtrak Environmental Health and Safety functional areas had its own unique success stories to report from 2009, ranging from enhancements to the onboard recycling program to efforts to prevent the spread of flu among both employees and passengers the creation of Safe-2-Safer. Following is a brief overview of what we consider our biggest success stories of the year.

#### **Environmental**

Amtrak's project managers continued to advance various environmental projects during 2009, including a number of site remediation projects, asbestos abatement at a number of Amtrak facilities and environmental risk reduction projects.

Efforts to remove groundwater contamination continued at Sunnyside Yard in New York, Chicago, Philadelphia and Wilmington, Del. Soil remediation plans were being developed for Cedar Hill, Sunnyside and Wilmington. More contaminated soil at track level was removed from Penn Station in New York City and at various substations in the Northeast Corridor. Remedial investigations were initiated in Wilmington's North Yard and at Ivy City in Washington, D.C.

The largest asbestos abatement project for 2009 was the out-of-service steam plant in Philadelphia's Penn Coach Yard. Asbestos and other hazardous materials were removed from the steam plant and the adjacent service building in preparation for the demolition of the two structures, which was completed in November of 2009.



Environmental risk reduction projects included improvements to the secondary containment area for truck deliveries in Chicago, while hazardous material storage sheds were purchased and installed at various locations.

On the recycling front, a campaign to provide recycling receptacles on all food service cars was completed, and new recycling containers with roll-out bins were designed for installation on all *Acela* train sets in 2010.

#### **Public Health**

The Amtrak Public Health group continued its role of providing public health/sanitation standards and monitoring food, water and sanitation issues. Key among activities undertaken by the group in 2009 were implementation of Amtrak's new contracted pest control service, which began in October, and preparation for the rollout of the Backflow

Prevention Testing Program that was agreed upon by Amtrak and the U.S. Food and Drug Administration.

The Public Health staff was also instrumental in developing and activating the company's Pandemic Flu Plan when the Pandemic Emergency was announced in June 2009 by the World Health Organization and the Centers for Disease Control and Prevention.



The new pest management services contract was awarded to Copesan in May of 2009. The new program is designed to maintain a pest-free environment at inspection and servicing stations, commissaries, maintenance facilities, on rail equipment and at maintenance-of-way locations along the Northeast Corridor.

## **Safety**

Amtrak's Safety group promotes a safer company for employees, customers, passengers, and other workers on company property through the System Safety Program.

In 2009, the group continued to successfully use the Cross-Functional Team concept to identify at-risk activities, evaluate effective control measures and implement corrective action plans. Safety Policy and Auditing staff worked with all departments to develop safety policy updates on portable electric devices and asbestos management. In addition, the Safety Audit Program continued to evaluate the state of compliance with regulatory rules and company policies and procedures by conducting audits at 23 facilities across the country.

Industrial hygiene program activities continued to focus on anticipating, recognizing, evaluating and controlling potential health hazards and the risk of exposure to chemical and physical agents in the workplace.

Perhaps the biggest success story in the Safety area, however, involved the company-wide creation of Safe-2-Safer (S2S) to transform the company's safety culture and behaviors. S2S will be rolled out in various regional divisions over the next three years and is designed to radically improve safety and security performance by fostering a more collaborative workplace.

The following sections provide a more detailed look at the programs, projects, activities and measures of success in Amtrak's Environmental Health and Safety organization.

## IV. Environmental

### Highlights/Projects

#### *Reducing Energy Usage*



In 2009, Amtrak developed a plan, reduction goals and a “scorecard” for facilities to track energy usage managed by the Director, Energy and Utilities. Energy audits at several large Amtrak facilities helped identify efficiency improvement strategies that are beginning to be implemented. Several projects, including lighting retrofits, are planned for implementation through capital programs during the next fiscal year.

To encourage individual groups and employees to conserve energy where they work, a company-wide energy awareness campaign was developed to include the following:

- An energy slogan contest for employees was kicked off in October with an announcement in the company newsletter, *Amtrak This Week*. The newsletter is distributed to all employees with an Amtrak e-mail address and is discussed in crew meetings and safety briefings and posted on employee bulletin boards. The winning entry (“Amtrak: Training A Nation to Conserve Energy”) was announced in *Amtrak This Week*, and the winning employee, Joseph Dannemann, project manager, Information Technology, in Washington, D.C. received a gift basket of Amtrak-themed items, including a jacket, travel mug, and desk supplies.
- Energy awareness posters from the U.S. Department of Energy were printed and distributed to more than 20 Amtrak locations on a bi-monthly schedule for posting in employee work areas.
- Articles were included in Amtrak internal publications highlighting efforts to reduce energy and water usage.
- An Energy Awareness page was posted on the Amtrak Intranet to let employees know what is happening at the company level and what they can do to save energy and water at work and at home.

Amtrak has set a goal for FY ‘10 to reduce energy and water usage at the top 10 locations (based on total usage) by at least 2 percent compared to FY ‘09. A continuing energy awareness campaign will encourage voluntary efforts at the local level, such as turning off lights and equipment when not in use, adjusting thermostat settings and making sure automated controls are working properly.

The Amtrak Fuel and Energy Management Committee also undertook a number of projects in 2009 aimed at reducing fuel and energy use. These included:

- Implementation of a fuel sensor system to monitor locomotive diesel fuel levels in real time.
- Development of a model for diesel fuel use and price.
- Monitoring facility energy audits.
- Review of the fuel-use process through a workshop on fueling logistics, the procurement process and direct fueling logistics (truck to locomotive).
- Additional fuel conservation efforts included a “Golden Run” fuel optimizer program for engineers by route; purchase and deployment of locomotive simulators for engineer training; reductions in power braking by locomotives; evaluation and revision of train handling procedures to possibly “isolate” lead locomotives after reaching track speed.

## **Recycling**

**Onboard trains:** In FY ‘09, Amtrak completed a campaign to provide a recycling receptacle on all food service cars throughout the Amtrak system. Working with onboard service personnel to address usability and safety issues, the Mechanical Design group designed new recycling containers with roll-out bins to be installed aboard all 20 *Acela* train sets in 2010. Recycling services were expanded at Amtrak stations and other trash stops to serve the onboard program. Onboard Services group worked with a multi-departmental Recycling Committee to develop a communications campaign that included conductor announcements, posters, signage and “Amtrak Recycles” lapel pins for onboard personnel. A question and answer bulletin was developed to help onboard and station personnel answer questions from passengers.



**In offices and at stations:** Amtrak is working to expand the number of locations recycling non-industrial materials and managing the recyclable materials from the onboard program, including paper, bottles and cans.

**At facilities:** Recycling of industrial materials from mechanical shops and other facilities has been active for many years. In 2009, recycling of industrial materials generated in the shops was expanded to include additional materials such as mattress foam and carpeting. Recycling of steel parts, scrap steel, used oil and other industrial materials also increased. Amounts of these materials recycled are tracked by Materials Management and reported in the EHS Annual Report (see Metrics section).

**Tracking system:** Annual quantities of recycled industrial materials have been reported in the EHS Annual Report for more than five years. Enhancements to the system are being developed that will make it possible to account for additional types and quantities of materials—including non-industrial materials—at a greater number of locations. Within the next year, the tracking system should be operating as a module within the Environmental Information System (EIS), a Web-based database program.

Amtrak's goals for recycling in the coming year include increasing onboard recycling on all applicable routes and recycling more types of industrial materials generated at Amtrak facilities. As noted above, the company is also working to develop an improved tracking system for non-industrial materials so that "percentage of trash recycled" can be used as an indicator of progress.

## ***Carbon Footprint***

### **Chicago Climate Exchange**

In 2003, Amtrak joined the Chicago Climate Exchange (CCX) and committed to reduce greenhouse gas (GHG) emissions from diesel locomotives incrementally by 6 percent from 2003 through 2010. This reduction goal was based on the baseline years of 1998-2001. Amtrak's annual reports to CCX are audited by the Financial Industry Regulatory Authority (FINRA). Amtrak has met and exceeded all interim CCX reduction requirements to date. See the Metrics section for details on locomotive diesel fuel use reductions from 2004 through 2008.

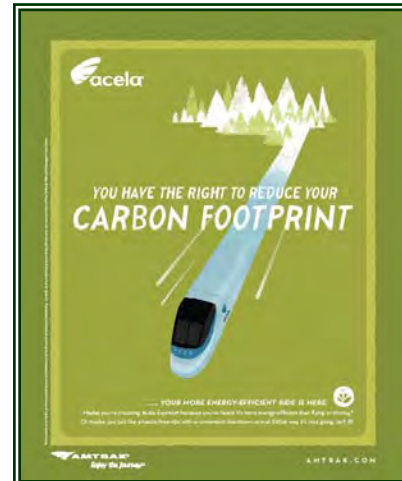
### **Carbonfund**

Starting in 2007, Amtrak partnered with Carbonfund.org to offer passengers the opportunity to purchase carbon offsets for their travel on Amtrak. Carbonfund.org is a leading carbon reduction and offset organization that educates the public about climate issues and makes it easy and affordable for individuals, businesses and organizations to reduce their climate impact. In 2009, Amtrak passengers purchased approximately 3.48 million miles worth of offsets.

### **GHG Inventory**

Amtrak joined The Climate Registry (TCR) in June of 2009. As a member, Amtrak is committed to the organization's comprehensive reporting standards for recording and managing GHG emissions throughout its system, including those from diesel and electric locomotives, fleet vehicles, maintenance equipment, stations, offices and other facilities.

Amtrak's GHG inventory will be prepared in accordance with TCR's General Reporting Protocol, which requires that the following gases be included in the inventory: CO<sub>2</sub>, CH<sub>4</sub>, N<sub>2</sub>O, HFCs, PFCs, and SF<sub>6</sub>. All emissions are converted to their CO<sub>2</sub> equivalent Global



Warming Potential (GWP) to calculate the overall footprint. Amtrak is in the beginning stages of data collection for its first official inventory, which will be completed in June of 2011 for the calendar year 2010. In 2009, an initial GHG inventory was conducted in preparation for the first official inventory.

Amtrak – the first railroad to join this group – intends to use the data generated by this initiative to assess the effectiveness of its various environmental policies, benchmark itself against others in the industry and identify new opportunities to become more environmentally proactive. Amtrak is the first railroad to join this group.

### **Climate Counts**

Climate Counts is a not-for-profit organization that provides an independent and verifiable assessment of a company's commitment to reduce its impact on the environment and on climate change. The group uses 22 specific criteria to produce a scorecard to rate how companies have measured their carbon footprint, reduced their impact on climate change, supported effective climate legislation, and publicly disclosed their climate actions in a clear and comprehensive manner. Amtrak is a member of the Climate Counts Industry Innovators (i2) program. The i2 charter member companies were announced in 2009, and Amtrak was one of six companies to receive a high enough score to earn Climate Counts' top designation.

### ***APTA Sustainability Commitment***

Amtrak and 43 other members are signatories for the pilot phase of the American Public Transportation Association (APTA) Sustainability Commitment. The goals of the program are to give APTA members recognition for their current and future sustainability efforts; to define a set of common sustainability principles for the transportation industry; and support the exchange of good practices. Through this commitment, the public transportation industry aims to demonstrate measurable leadership on sustainability.

For the pilot phase of the commitment—September 2009 through September 2010—Amtrak and the other signatories committed to the following core principles:

1. Make sustainability part of the organization's strategic objectives
2. Identify a sustainability champion within the organization
3. Establish an outreach (awareness, education) program for all employees
4. Undertake a "Sustainability Inventory" to develop the following indicators
  - Water usage
  - Air emissions (EPA's criteria pollutants)
  - Water emissions (regulated pollutants)
  - Greenhouse gas emissions
  - Energy use (electricity and fuel consumption)
  - Recycling levels/waste
  - Operating expense per unlinked passenger trip and vehicle revenue mile

After achieving the core principles, signatories are asked to establish a commitment level that recognizes programs put into place and incorporates numeric reduction goals in one or more areas. The commitment levels are defined as Entry, Bronze, Silver, Gold or Platinum, increasing with the number of actions or programs and the number of reduction goals. Signatories may choose to advance their commitment levels as they achieve their goals.

## ***Grants***

In addition to implementing measures to conserve fuel, Amtrak has been actively seeking opportunities to employ new, reduced-emission technologies in its switcher locomotives. Through various grant programs, Amtrak is receiving financial assistance to purchase GenSet locomotives to be used at several different locations. A GenSet locomotive typically uses two or three low emission (EPA Tier 4) engine generator sets, which are computer-controlled to start and stop on a rotating basis as required to produce the horsepower needed at any given time. EPA Tier 4 Standards represent the most stringent level of emission reduction.

The replacement of older diesel engines with newer, cleaner, more efficiently configured engines will result in significant fuel savings (approximately 50-60 percent) in addition to the substantial reduction in emissions of approximately 70 percent for each locomotive.

Amtrak has received grants from the Carl Moyer program in California for GenSet switcher locomotives for the rail yards in Oakland and Los Angeles. This program is sponsored by the Bay Area Air Quality Management District (AQMD) and the South Coast AQMD. Additionally, Amtrak is working with the U.S. EPA and the State of Illinois to award grants for two GenSet switchers for Amtrak's Chicago Yard. These projects have been and continue to be multi-departmental efforts within Amtrak.

## **Metrics**

### ***Environmental Audit Program***

The Environmental Audit Program is a component of the Amtrak Environmental Management System (EMS) that measures performance against regulatory and management standards; reports findings of non-conformance; and devises and implements Corrective Action Plans (CAPs). The Audit Program currently includes 30 large and medium facilities audited on an annual (large) to triennial (medium) schedule.

During FY '09, covering the period from October 2008 through September 2009, 17 multidimensional environmental compliance audits were performed as part of the Amtrak EMS. In an EPA Consent Decree period of FY '01 through FY '03, a major objective of the Audit Program was to comply with the consent decree requirements. With those requirements completed, new objectives, performance targets and criteria for success were developed. The Environmental Health and Safety Department introduced the EMS-based

scoring system for pilot use in FY '06. The new EMS scoring system was implemented for FY '07 use with “potential violations per audit” phased out as the preferred metric.

In FY '09, three types of findings were included in the audit results: Positive Findings (PF); Potential Violations (PV); and Management Practices (MP).

Positive Findings are operational practices and designs exceeding compliance requirements or enhanced environmental protection that promotes pollution prevention, creates efficiency, and/or reduces Amtrak's risks.

The criteria for a Potential Violation finding are based on environmental law or regulation. A PV finding indicates less than full compliance with applicable requirements.

Management Practices findings indicate that the facility is not fully following Amtrak standards or best business practices or policies, but does not rise to the level of a Potential Violation.

For the 17 site audits performed during fiscal year 2009, the audit score was 79 versus an environmental audit score goal of 82.

The EPA Consent Decree audit requirements and company environmental policy require Amtrak to identify and resolve environmental compliance issues that appear to be systemic. As per Amtrak process, one environmental alert on EPA reporting of transformer oil was issued during FY '09.

### ***Environmental FACE Program***

The Amtrak Facility Assessment Compliance Evaluation (FACE) Program was initially rolled out at the end of 2003. As part of the EMS, the FACE Program helps Amtrak assess, report and correct environmental non-conformance at Amtrak facilities and equipment locations that are not included in the Environmental Audit Program. During FY '09, 47 FACE reviews were performed as part of the Amtrak EMS.

The FACE Program is an evolution of the Environmental Audit Program designed to assess facilities and operations that present a lower environmental risk than sites included in the Audit Program. By evaluating and managing potential environmental impacts of Amtrak operations, the company reduces its environmental risk. The FACE Program covers approximately 120 facilities—including 70 substation sites in the Northeast Corridor—as compared to 30 facilities in the Audit Program. FACE protocols are less complex than Audit Program protocols, and the purpose is to assess general compliance at FACE facilities. A typical FACE review will normally take a couple of hours of on-site effort, although some sites may take a day or more to complete.

As with the Audit Program, FACE findings must be addressed with Corrective Action Plans (CAP). Environmental coordinators usually conduct the FACE evaluations with support from the Division Senior Environmental Coordinator. FACE findings are reported

to the facility's responsible official, who works with the Environmental Coordinator and Environmental Department to implement the CAPs in an agreed-upon time frame for completion. The responsible official is required to issue a monthly status report on the CAP until all findings are closed.

PVs discovered during the FACE process must be corrected as soon as possible, but within 60 days. Approximately one-third of the triennial FACE evaluations should be completed during each fiscal year, though substations are monitored annually.

***Compliance Actions***

Amtrak facilities received notices from various environmental agencies during 2009. A summary is provided in the chart below. Reports were issued and corrective actions undertaken, if needed.

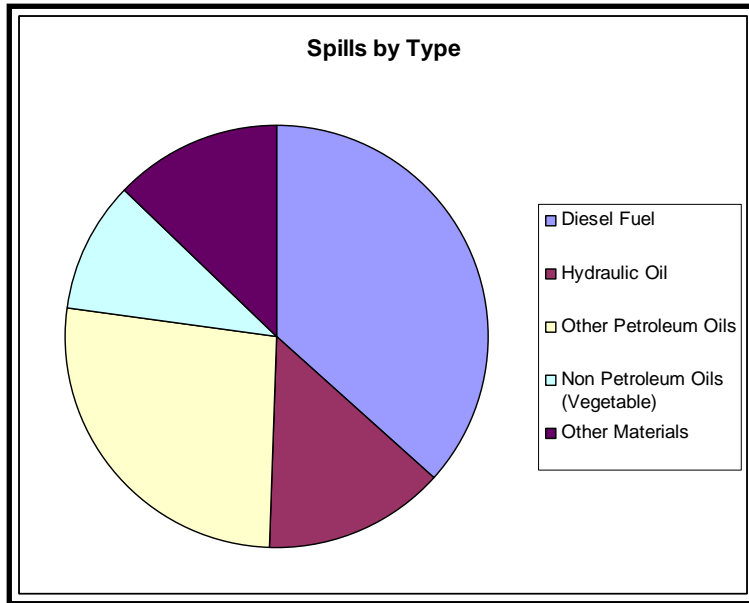
|  |   |  |
|--|---|--|
| Notice of Violation                                  | Greater Chicago Metropolitan Water Reclamation District       | Four minor permit exceedances were self-reported and corrected   |
| Administrative Consent Agreement and Final Order     | U.S. EPA, Region 2  | PCB waste from New York, NY facility improperly identified and transported by waste disposal contractor.                   |
| Notice of Violation                                  | State of Delaware Solid and Hazardous Waste Management Branch | Minor inspection findings and all were corrected.  |
| Order  | City of Beech Grove, Ind. Board of Public Works and Safety    | Violation of City Ordinance 50.102, pertaining to non-storm water discharges to the storm drainage system.                 |
| Notice of Determination and Notice of Non-Compliance | U.S. EPA Region III   | Clean Air Act Title V Operating Permit violation for failure to train employees in operating cold solvent degreaser units. |

***Incidents and Spills***

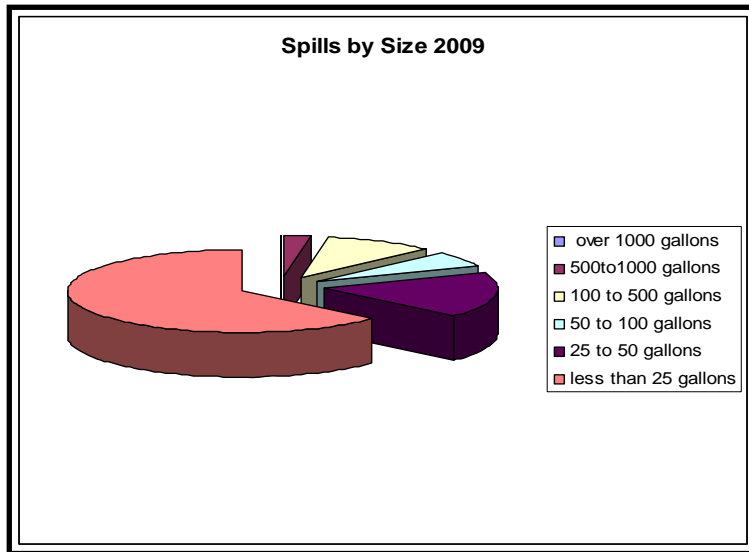
In 2009, Amtrak recorded a total of 79 environmental incidents involving a spill that required corrective action and/or reports to federal, state or local environmental agencies. A total of 54 of the reported spills occurred at fixed facilities, whereas 25 occurred along the railroad right-of-way.

Of the 79 incidents in 2009, there were 40 spills of petroleum products, eight spills of vegetable-based oils and 21 spills of other oils. A total of 10 spills involved non-oil materials, including one spill involving mercury from mercury switches; one of coolant water; two of antifreeze/antifreeze mixture; three of oil and water mixture; one of industrial wastewater; and two of retention tank fluids.

A breakdown of the types of spills recorded in 2009 is shown in the chart below. Similar to previous years, the majority of spills (77 percent) involved petroleum products.



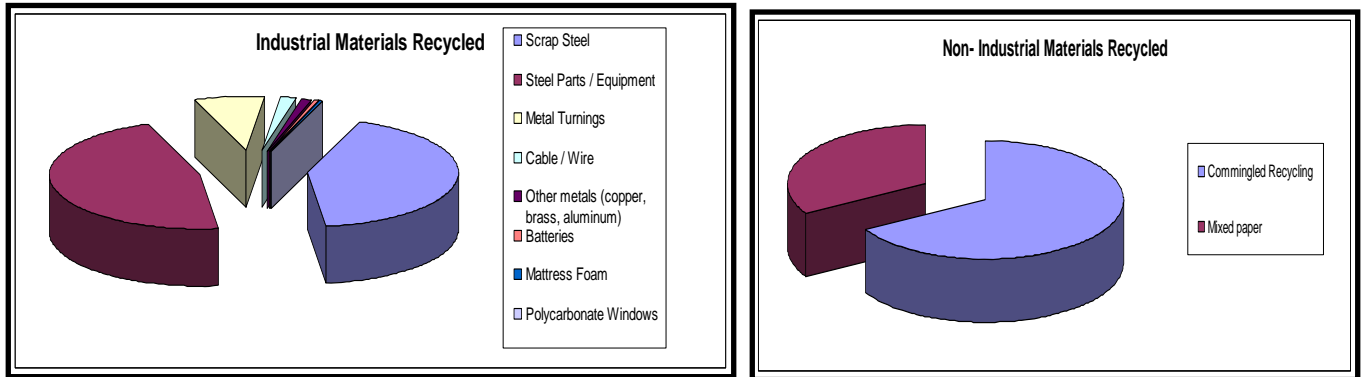
The majority of spills that occurred in 2009 (63 percent) were small spills of less than 25 gallons. The chart below shows a breakdown of spills by size.



To minimize the potential for environmental impacts from spills at facilities and along the right-of-way, Amtrak maintains standard operating procedures for fueling and a system of inspections of vendor fueling operations. In addition, spill prevention and response training is provided to employees who handle oil and other environmentally hazardous materials to ensure that employees take preventative measures and are able to respond quickly to the spills that do occur.

## Recycling Metrics

The following charts and tables show the amounts of various materials collected for recycling through the Amtrak system during the calendar year 2009.



| Industrial Materials Recycling         |                 |
|--|-----------------|
| Scrap Steel                            | 2,695 tons      |
| Steel Parts / Equipment                | 2,926 tons      |
| Metal Turnings                         | 490 tons        |
| Cable / Wire                           | 104 tons        |
| Other metals (copper, brass, aluminum) | 72 tons         |
| Batteries                              | 35 tons         |
| Mattress Foam                          | 3 tons          |
| Polycarbonate Windows                  | 8 tons          |
| Used Oil                               | 252,983 gallons |

| Non-Industrial Materials Recycling |          |
|------------------------------------|----------|
| Commingled recycling*              | 671 tons |
| Mixed paper**                      | 334 tons |

\* Includes glass, plastic, aluminum, paper, and cardboard collected as a mixed stream at six locations

\*\* Includes mixed paper and cardboard from yards and offices, and shredded paper from multiple locations

**Chicago Climate Exchange**

The table below details the locomotive diesel fuel use reduction that has occurred at Amtrak from 2004 through 2008 when Amtrak joined the Chicago Climate Exchange (CCX). Amtrak has exceeded all CCX reduction requirements to date.



| <b>Calendar Year</b> | <b>Emissions Commitment in Metric Tons of CO<sub>2</sub></b> | <b>Actual Emissions in Metric Tons of CO<sub>2</sub></b> |
|----------------------|--|--|
| 2004                 | 810,000  | 731,400  |
| 2005                 | 801,700  | 723,100  |
| 2006                 | 793,400  | 668,200  |
| 2007                 | 791,400  | 678,400  |
| 2008                 | 789,300  | 669,600  |

## V. Public Health

### Highlights/Projects



#### ***Backflow Prevention Testing Program***

The U.S. Food and Drug Administration (FDA) and Amtrak reached an agreement on a program of in-house testing of all backflow prevention devices on Amtrak property.

During 2009, the Public Health group, with support from the Mechanical Department Standards and Compliance group, developed an action plan to assure compliance with the agreement between Amtrak and the FDA regarding best practices in the inspection and testing of backflow prevention devices installed at Amtrak facilities.

Once implemented, the 15 selected Major Mechanical Facilities and High-Speed Rail Facilities must be in compliance with all elements of the inspection and testing procedures within one year of respective facility deployment.

Deployment of Phase I of Amtrak's Major Facilities Potable Water Point Cross-Connection Program (CCP) began in early 2010 and is expected to be completed by the end of the year.

#### ***Pandemic Flu Program***

Amtrak has been actively working on the potential impact of pandemic flu on passengers, contractors and employees. A Pandemic Flu Task Group was organized in 2005, with representatives from impacted or key departments. During 2009, the company closely monitored the seasonal flu outbreak situation and followed Center for Disease Control and Prevention (CDC) recommendations.

The company had already developed and activated its Pandemic Flu Plan when the Pandemic Emergency was announced in June 2009 by the World Health Organization (WHO) and the CDC.

Steps taken as part of the Pandemic Flu Plan included:

- Promoting healthy habits, like frequent hand washing, one of the primary prevention techniques.
- Providing the seasonal flu vaccine to employees who wish to protect themselves from the seasonal flu.
- Providing non-alcohol-based hand sanitizing wipes for use aboard trains (since a non-alcohol sanitizer is non-flammable and still CDC-acceptable) and alcohol-based hand sanitizers for other locations.
- Monitoring workforce absenteeism patterns and managing headcount to ensure or adjust continuity of operations at the division and department level.

- Establishing and communicating protocols for handling customers, passengers and employees who are symptomatic.
- Implementing the Amtrak Serious Communicable Disease Protocol and procedures for employees interfacing with members of the traveling public who are or become ill.
- Providing flu kits (sanitizer, gloves, N95 mask) for on-board service employees, to be deployed at a time determined by the Chief Operating Officer.
- Implementing a Pandemic Leave Policy.
- Determining that current Amtrak cleaning practices using disinfectants for equipment cleaning are effective against flu viruses, including H1N1.

Amtrak provided seasonal flu vaccines to employees free of charge. More than 4,500 Amtrak employees took advantage of this voluntary vaccination program.

### ***Drinking Water Sampling Program***

Although the EPA does not currently have regulations for drinking water for interstate carriers, during FY '09 the EPA initiated work agreements with several U.S. commercial airlines concerning drinking water regulations and requirements.

Amtrak has been under an operations and maintenance agreement with EPA since 1993, and the company's drinking water sampling programs have long been recognized by EPA as a model for other companies.

Once the commercial airlines agree to final regulations, passenger rail drinking water standards are expected to be the next topic for discussion and approval by the EPA. During 2009, Amtrak had discussions with EPA concerning future changes to Amtrak's drinking water sampling protocols.

### ***Integrated Pest Management Program***

In January 2009, an Amtrak management team was tasked with developing new pest management guidelines and conducting the bid process to find a national pest management partner for the program. The development of specifications and the bid process took several months with Copesan awarded the contract in May 2009.

During July, August and September, a rollout program was conducted by an Amtrak/Copesan team at major facilities throughout the system to familiarize participants with site plans and program requirements. Copesan eventually started providing national pest management services for Amtrak on Oct. 1, 2009. The integrated pest management program is designed to maintain a pest-free environment at inspection and servicing stations, commissaries, maintenance facilities, on rail equipment and at maintenance-of-way locations along the Northeast Corridor.

The new Amtrak/Copesan program requirements are a combination of several pest management procedures such as inspections, residual application and baiting for rodents and insects in non-public areas of all rail cars. These pest management inspections and services are provided during a 92-day preventive maintenance cycle for each passenger rail car.

Additionally, due to the emergence of bed bugs and other biting insects in the lodging and transportation industry, the Amtrak management team and Copesan developed and implemented proactive strategies for the inspection and treatment for biting insects, as well as a protocol for preventive residual treatment designed to actively mitigate the risks associated with these pests. Along with the strategies outlined, a pilot program was implemented at the Los Angeles maintenance facility during the preventive maintenance on transition dormitory sleeper cars. If successful, these services may be added at other maintenance facilities.

## Metrics

### *Compliance Inspections*

Once again in FY '09, the EHS Department tightened its goal for percentage of inspections rated "satisfactory" for all food car, commissary, and watering point inspections conducted by the Public Health group, raising the target from 89 percent to 90 percent. And once again the Public Health team was pleased to report that Amtrak exceeded its goal by completing the year at 91 percent, which in turn makes that the new goal for FY '10.

As indicated in the chart below, the results of all three types of Systemwide Compliance Inspections met or exceeded goals. Although the Food Car Inspections met goal at 90%, the Public Health group worked closely with the various departments to zero in on trends of the leading causes of violations on food cars, which included inadequate refrigeration/freezer temperature and onboard service crews not properly documenting temperature monitoring forms. These issues were addressed during monthly Division Sanitation Task Force teleconferences and the goal was met.

| <b>Systemwide Inspections</b> | <b>Total</b> | <b>Satisfactory</b> | <b>Conditional</b> | <b>% Satisfactory</b> |
|-------------------------------|--------------|---------------------|--------------------|-----------------------|
| Food Cars                     | 708          | 640                 | 68                 | 90%                   |
| Commissaries                  | 53           | 51                  | 2                  | 96%                   |
| Water Points                  | 69           | 66                  | 3                  | 96%                   |
| Composite                     | 830          | 757                 | 73                 | <b>91%</b>            |

## ***EPA Drinking Water***

By agreement with the U.S. EPA, Amtrak's Public Health group conducts a drinking water sampling program. Each of the four Public Health Managers draws potable water samples from at least 20 passenger cars and one hydrant each month. These samples are tested at EPA-certified laboratories, and results are based on the following three levels:

*Level 1—HPC:* Heterotrophic plate counts of 5,000 colony-forming units per milliliter (cfu/ml) or above constituting Amtrak's internally designated action level.

As indicated in the EPA's *National Drinking Water Highlights* booklet (May 2001), "HPC has no health effects, it is an analytic method used to measure the variety of bacteria that are common in water. The lower the concentration of bacteria in drinking water, the better maintained the water system. HPC measures a range of bacteria that are naturally present in the environment."

*Level 2—TCC:* Presence of coliform bacteria (absent fecal coliform).

*Level 3—(FC)* Presence of fecal coliform or presence of coliform bacteria on a resample.

| <b>FY '09</b> | <b>Level 1 (HPC)</b>  | <b>Level 2 (TCC)</b> | <b>Level 3 (FC)</b> |
|---------------|-----------------------|----------------------|---------------------|
| 4Q            | 81/265 (31%)          | 4/265 (2%)           | 4                   |
| 3Q            | 56/268 (21%)          | 6/268 (2%)           | 0                   |
| 2Q            | 35/257 (14%)          | 2/257 (1%)           | 0                   |
| 1Q            | 44/261 (17%)          | 5/261 (2%)           | 0                   |
| <b>TOTAL</b>  | <b>216/1051 (21%)</b> | <b>17/1051 (2%)</b>  | <b>4</b>            |

On Aug. 11, 2009, in Sunnyside Yard, four samples indicated positive findings for fecal coliform—in one potable water hose and in three passenger cars. Upon notification, the water hydrant and the watering systems in all three passenger cars were immediately taken out of service. Additionally, the passenger cars were removed from service at end-point, water systems drained and flushed, retested and not returned to service until satisfactory laboratory tests were obtained.

In addition to the passenger cars, the water hydrant, hose, and attachments were cleaned and sanitized, and the hydrant remained out of service until a satisfactory water test was obtained. As an additional follow-up, several other hoses and hydrants on the same track and adjacent tracks were tested and found to be satisfactory. Upon notification, EPA expressed satisfaction with the prompt and direct action taken by Amtrak Public Health.

## ***Corporate Sanitation Task Force Evaluations***

Corporate Sanitation Task Force (STF) facility evaluations are performed at one major facility per quarter. In FY '09, there were four STF evaluations conducted in Chicago (re-inspection); Washington, DC; Miami; and Los Angeles. A detailed report was issued for each evaluation and written responses were received indicating implemented procedures to improve ongoing self-monitoring and to assure corrective actions were provided.

## VI. Safety

### Highlights/Projects



#### *Safety Policy Updates*

**Portable Electronic Devices** — The Auditing and Policies group worked with all departments to establish a uniform standard for the use of “portable electronic devices” (e.g. cell phones, etc.) while on Amtrak leased or owned property or while operating any railroad machinery, equipment or highway vehicles or while an employee is required to perform services. The new policy is designed to prevent activities that are capable of distracting railroad employees from their duties, and was implemented in response to FRA Emergency Order 26, which restricts on-duty railroad operating employees from improperly using cellular telephones and other distracting electronic and electrical devices.

**Asbestos Management** — This policy was developed to address federal (and where applicable, state and local) regulations that cover asbestos identification and management in the workplace and public/commercial buildings. The policy provides for the identification, evaluation, and management of Asbestos Containing Materials (ACM) and Presumed Asbestos Containing Materials (PACM) prior to the disturbance, renovation or demolition of building materials in buildings or infrastructure owned, leased, operated, controlled or occupied by Amtrak, in compliance with governing law. Prior to commencement of and during such activities, the implementation of protective measures may be required on behalf of individuals working in or occupying areas where ACM or PACM are present.

#### *Safe-2-Safer Program*

In August 2009, Amtrak officially launched *Safe-2-Safer*, a company-wide, multiyear program designed to improve safety and security by changing at-risk behavior to safe behavior and fostering a more collaborative working environment.

The program objectives will be reached through training, coaching and greater accountability for supervisors, as well as with broader employee engagement through peer-to-peer feedback. Rollout began in the Mid-Atlantic region, and deployment will continue system-wide. Initiated by President and CEO Joe Boardman and Chief Operating Officer William Crosbie, implementation of *Safe-2-Safer* is being led by Vice President, Transportation Richard Phelps.

From cross-functional teams that remove risks from the work process, to initiatives to change at-risk behaviors to safe behaviors, to labor-management safety committees, Amtrak’s safety practices have contributed to a significant drop in injuries across the company during the past five years. The *Safe-2-Safer* initiative aims to foster an environment that will make current practices even more effective. The *Safe-2-Safer*

initiative involves elements of each of the aforementioned practices, bringing agreement-covered and management employees together in a collaborative environment to achieve the program objectives. The essence of these practices is risk reduction through behavioral safety.

“Behavioral safety is a study of what you can see a person doing,” said Peter Hall, regional safety officer. “By identifying behaviors that cause injuries, we can address and change those behaviors.” This focus led to the formation of the Safe Behavior Inventory (SBI) initiative. By reviewing and analyzing injuries over a 10-year period, an SBI committee identified at-risk behaviors that contributed to those injuries and encouraged safe behaviors that can minimize or eliminate certain risks.

“Safe-2-Safer is not a replacement for safety practices that work; it’s an approach that aims to change the way we interact and relate to one another when it comes to safety and security,” said Phelps. “Our good safety record is a testament to the dedication of those employees who work hard to maintain a safe environment.”

### **Cross-functional Safety Teams**

During the past three years, 23 independent employee-management cross-function teams (CFT) have been established to help create a safer workplace.

Teams begin by creating an inventory of work activities and then selecting a specific task or process to be analyzed based on perceived risk. Next, team members identify potential hazards and concerns and evaluate the overall effectiveness of existing control measures.

The program goal is for teams to ultimately develop and implement a corrective action plan that recognizes engineering, training and education, and behavioral components.

New control measures undergo a second system analysis to evaluate their effectiveness, and all proposed solutions and progress metrics are summarized in an action plan that identifies the person responsible and a timetable for execution. Any risk reduction ideas identified during the process that are beyond the scope of the team are recorded and forwarded to the appropriate group for consideration.

### **Wilmington Shops**

At the Wilmington Shops, a CFT re-engineered tasks associated with testing and replacing wheel trucks on HHP locomotives—a job that required spin testing wheels at 60 mph while trucks were suspended in mid-air. Through a job redesign, the team eliminated the need to climb onto the suspended trucks to tighten bolts with a manual torque wrench. The purchase of a hydraulic wrench allowed employees to work from ground level, with the added benefit of achieving more accurate tolerances.

Also to avoid climbing, the team constructed a 480-volt “connection box” so that traction motor leads and the cable tester could be connected while the truck remained on the shop floor. To protect employees working nearby from flying debris that might become dislodged from spinning rotors, the team installed eight-foot high clear polycarbonate fencing with an electrical interlock around the work area. To help implement the new procedures, the team developed a certification program and posted step-by-step instructions.

### **Los Angeles Mechanical Facility**

A CFT representing the Los Angeles Mechanical Facility addressed potential risks associated with jacking cars and changing wheels, the second project the group has undertaken. The team obtained ergonomically designed impact air guns to minimize hand/arm vibration, and applied a new style of banding to air lines to ensure integrity. Lighter and stronger moveable platforms were acquired to facilitate crossing over the pits.

Job safety analyses were performed to identify hazards stemming from specific tasks and best practices were explored to ensure that all work options were considered. Additional action items included erecting new safety signage; revising training for employees required to perform jacking; mandatory use of a daily equipment checklist; and expanded job briefings. Overall, a 40 percent risk reduction was achieved through the measures developed by the team.

### **Seattle Labor-Management Team**

A labor-management team in Seattle identified 32 individual action items to reduce risk to employees working in pits beneath equipment, eliminating overall risk by 75 percent.

Work site improvements included new mounting brackets for pit lighting fixtures; repositioned water connections; removal (grinding) of sharp points on tracks; installation of hangers to secure 480-volt cables; and utilization of strategically placed storage containers for tools and equipment used near the pits.

The team constructed a unique portable ladder to facilitate entry/exit in the pits, and obtained lightweight crosswalks to place over the pits. To foster desired behavior, the team developed safety alerts, a behavioral observation form, a positive reinforcement decal for hard hats and additional safety signage in the pit area.

### **Engineering Production Team**

The Engineering Production team made several modifications to the Track Laying Machines (TLM) during 2009, the second year of concrete replacement for the TLM.

A hoist was installed to handle defective ties, which eliminated the need for manual labor. An additional hoist was installed on the gantry crane to help remove ties that might break during movement over the tie cars. The gauge roller beneath the old-tie outgoing conveyor belt was redesigned to eliminate the shearing of bolsters from the removed concrete ties.

Previously, due to problems with the TLM's four traction motors, a work engine was attached to move the unit. An upgrade to pumps and flow dividers now allows the TLM to move under its own power. The improvements identified by this team were implemented solely by team members. This group, which has been in place since 2006, continues to search for ways to improve the TLM operation.

The CFT process continues to be successful. The processes used to identify, quantify, and mitigate risk have been readily accepted by the front-line employees who have the greatest insight into the potential hazards associated with their work. Amtrak employees have clearly demonstrated that when given the tools and opportunity, they are willing and able to identify practical and effective risk-reduction strategies.

### ***Chemical Task Force***

Amtrak's Chemical Task Force (CTF) reviews and approves all new chemical products, including cleaners, disinfectants, adhesives, paints and coatings, welding products and lubricants for use at Amtrak sites. The CTF also directs new chemical product testing; investigates environmental, safety or health concerns about currently approved chemical products; and maintains the electronic Approved Chemical Book.

The CTF is currently chaired by Don Reilly of the Mechanical department. Members are from a cross-section of departments, including Mechanical, Engineering, Transportation, Environmental Health and Safety (EHS), Materials Control, Purchasing and Human Resources and Diversity Initiatives.

In FY '09, 139 chemical products, including 53 pesticide products, were put through the chemical review process. Of those, 70 were approved for use, test use, or new uses at Amtrak, and an additional 54, including the 53 pesticide products, were approved for contractor use only at Amtrak sites.

### ***Industrial Hygiene***

#### **Welding Risk Assessment**



The welding fume assessment project continued during the year. Welding fume monitoring was conducted at the Mechanical Shop in Beech Grove, Ind., to evaluate employee exposure and the effectiveness of new local exhaust ventilation systems. Employees were also identified for inclusion in a medical surveillance program. Monitoring was also conducted at the Chicago Mechanical Shop and during track welding operations at San Jose, Calif.

New local exhaust ventilation systems were purchased for welding operations at the Mechanical Shops in Beech Grove; Chicago; Wilmington, Del.; and Bear, Del. Additional welding fume monitoring is planned at several locations in FY '10.

### **Engineering Department Noise Exposure Study**

An Engineering department noise monitoring study was completed in FY '09. The study identified conditions where employees are required wear hearing protection and which job classifications need to be included in the department's Hearing Conservation Program. A report summarizing all sampling results from this project was provided to the Engineering department, along with preliminary recommendations on hearing protection guidelines. At this time, all employees except those working in offices are required to wear hearing protection and are included in the Hearing Conservation Program.

### **Chicago Union Station**

A 24-hour air monitoring study for particulates and gases generated during diesel fuel combustion was conducted at Chicago Union Station in August 2009. Area monitors were placed in four locations, two on the South Tracks platform between Tracks 18 and 20 and two on the North Tracks between Tracks 17 and 19. Levels of particulates and diesel fume exhaust gases measured were below OSHA regulatory limits.

### **IH Database Management System**

The document management application *Documentum* was evaluated and selected for electronic storage of narrative industrial hygiene records. The system will allow the Industrial Hygiene Group to easily store, protect and share documents. The optical character recognition capability of the application will allow for quick, efficient record searches. Industrial Hygiene records will be moved to *Documentum* starting in FY '10. This project will include scanning and storage of paper records.

### ***Risk Reduction Grants***

Amtrak received two FRA risk reduction grants in 2009. The first grant (DTFR53-09-G00049) is designed to develop the risk reduction program through three separate projects during the time frame of November 2009 to September 2010:

- Safety Culture Change Activity
- Reduce Grade Crossing Fatalities Activity
- Cross-Functional Risk Reduction Teams Activity

The second grant (DTFR53-09-G00050) is designed to develop the risk reduction program through the Track Substructure Risk Mitigation and Reliability Improvement Activity from November of 2009 to May of 2010. These grants are the first of a two-phase FRA Risk Reduction Program, and it is anticipated that applications will also be made for the Phase II grants later in FY '10.

#### **Grant DTFR53-09-G00049 Activities**

1. **Safety Culture Change:** An assessment of the current state of organizational safety culture using a recognized tool based on published data. A review of all divisions will be conducted and one will be selected for the assessment tool to establish an organizational culture baseline measurement.
2. **Reduce Grade Crossing Fatalities:** Investigation of selected grade crossing accidents, utilizing comprehensive root cause analysis techniques, will be conducted by a qualified contractor. These investigations will include site-specific physical factors, eyewitness accounts, available incident reports, train camera video and other data. Recommendations to reduce grade crossing collisions both with pedestrians and vehicles will be provided.
3. **Cross-Functional Risk Reduction Teams:** Cross-functional teams (CFT) comprised of representatives of both labor and management and using structured protocols will be utilized to identify methods to reduce or eliminate workplace hazards. The CFTs that are currently used will be expanded to additional operating and corporate departments throughout the system. A rollout of the concept of CFTs will be made throughout the country using trained facilitators to train employees on the problem-solving processes and provide guidance to the teams developed under this approach.

#### **Grant DTFR53-09-G00050 Activities**

With this grant, a project will be developed to reduce the risk associated with deteriorating track sub-structure by removing or reducing the amount of water and fine particles fouling the ballast. Localized high-risk sub-structure locations will be identified using Amtrak's existing aligned track geometry data. Focus will be on testing those areas along the Northeast Corridor with ongoing sub-structure studies, including the use of existing ground-penetrating radar data. Probability models will be developed and risk will be evaluated using analysis comparing the cost of maintenance to the cost of failure.

The effectiveness of a new sub-structure maintenance method that provides an effective way to treat localized, high-risk track locations will be tested using a low-viscosity urethane grout. The grout will be injected into the lower ballast section to remove and replace water and bind the fine fouling particles and ballast together in a stable and impermeable matrix.

## ***Safety Fairs***

Environmental Health and Safety team members participate in Amtrak-sponsored safety fairs throughout the corporation. In 2009, fairs were held at nine sites with expanded participation planned for 2010.

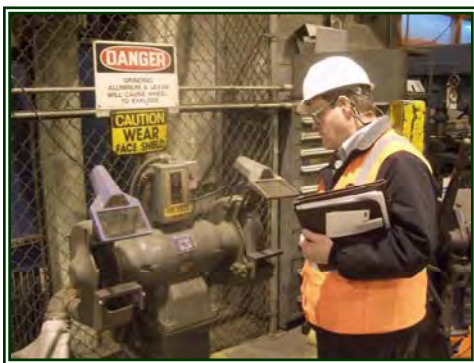


Fair locations in 2009 included: Bear (Del.) Shops; Harrisburg; Penn Coach Yard; New York Penn Station; Albany (NY); Washington Ivy City (Engineering); Wilmington (Del.) Shops (Engineering and Mechanical); Quad Avenue, Baltimore. The fairs offer an opportunity for EHS team members to meet and talk with managers and agreement employees and to share pertinent safety information. Employees also have an opportunity to address concerns and receive literature to aid them in the day-to-day safety challenges of their individual assignments. In addition to the safety fairs, EHS team members also participated in Employee Appreciation Day activities.

During the New York City and Albany station events, Amtrak customers also had an opportunity to actively participate and gain a broader knowledge of the company's customer safety programs. Informational materials were made available to all attendees, including OSHA "quick cards," Operation Lifesaver brochures and other safety-oriented materials.

## **Metrics**

### ***Safety Audit Program***



The Safety Audit Program evaluates and reports on the state of safety compliance and conformance with various regulatory agency rules, as well as with internal Amtrak procedures and rules. In many cases, a safety practice is simply part of a routine operation or preventative task. The Safety Audit Program is not designed to perform detailed evaluations on all such routine maintenance, operations, and functional tasks that might include safety elements, but rather it is aimed primarily at those tasks that are most commonly and regularly performed. The Audit Program is designed to reduce the risk of worker injury, avoid potential regulatory intervention and promote a safer workplace. The manner in which the Audit Program is applied is determined by the type of operation at the facility or location being audited.

While the basic focus of the Audit Program is on safety issues, including industrial hygiene, from time to time there may be overlap in environmental and public health areas. Issues in these categories are addressed with consultation from Amtrak's Environmental and/or Public Health groups.

The Safety Audit Program covers the operations and activities listed below, and is not restricted to any particular department. These examples can include owned and leased facilities, both on and off Amtrak property. Vendor and contractor operations are also covered within the audit scope. The Audit Program includes, but is not limited to:

- Buildings, structures and facilities
- Mechanical maintenance shops
- Engineering maintenance shops and bases
- Material control operations
- Commercial and non-commercial motor vehicles and drivers
- Equipment and equipment operators
- Stations
- Offices, warehouses and storage
- Engineering maintenance of way work sites
- Train movements within mechanical facilities
- Yard and station operations (non-train movement)

### ***Safety Audit Metrics Fiscal Year 2009***

During FY '09, the total number of facilities audited was 23, while the total number of departments audited was 66. Three follow-up audits were performed, and four mechanical contractor audits were completed.

Scoring is based on the type of findings observed during the audit. It starts with a basis of 100 points, with points being subtracted depending on the finding. Finding types include Immediate Hazard (-3 points); Potential Violation (-1 point); Management Practice (-0.5 point).



In FY '09, the safety audit goal was 87 and the average safety audit score was 91.22.

### ***Fines***

In 2009, Amtrak reviewed fines levied by the Federal Railroad Administration (FRA) from 2006 to 2008 regarding the reportability of injury/illness cases. The total amount of fines for safety reporting discrepancies was \$31,140.

### ***Injuries and Illnesses***

Amtrak is committed to improving system safety and eliminating potential hazards that affect employees and passengers. While it continues to be a primary aspiration to eliminate all injuries, the company did experience a significant decrease in the number of FRA reportable incidents during FY '09 from 552 to 447. Reportable injuries are those that

require medical treatment exceeding first aid or that result in restricted duty or time away from work.

There was a slight increase in passengers injured during train travel or when boarding or exiting trains. This is perhaps due to record ridership experienced for the year.

The expansion of departmental cross-functional teams continues, with teams helping to identify and prioritize risks in the workplace, and design practical and effective corrective action. The departments have also implemented a number of effective safety-related initiatives.

Leading major operational departments with an overall lowest reportable injury ratio for FY '09 was the Transportation department, with a 1.7 ratio. The Engineering department finished the year with a 2.4 ratio, while the Mechanical department reported a year-end 2.1 ratio.

### ***President's Safety Contest Winners***

The annual President's Safety Contest Awards are presented to the division with the lowest injury ratios within each of the three major operating departments and the commuter operation. The leading division performers during FY '09 are shown in the chart below.

**President's Safety Contest Winners for FY '09**

| <b>Department</b> | <b>Division</b>  | <b>Ratio</b> |
|-------------------|------------------|--------------|
| Engineering       | West             | 0.0          |
| Transportation    | Mid-Atlantic     | 1.1          |
| Mechanical        | Wilmington Shops | 0.7          |
| Commuter          | MARC             | 0.0          |

### ***Trends***

The number of FRA reportable injuries in FY '09 decreased compared to FY '08. System-wide, the number of FRA reportable injuries was 447 in FY '09, a significant decrease from the 552 recorded in FY '08. The ratio decreased 21 percent from 2.9 in FY '08 to 2.3 in FY '09.

In general, the trend in reduced injuries other than hearing loss over the past several years is attributable to increased attention to injury prevention, personal accountability, and implementation of department-focused cross-functional teams by the three major operating departments.

## Engineering Department

Last year, Engineering continued to focus on developing and implementing an internal audit team; Roadway Worker Protection (RWP) rule compliance, including a weekly safety focus and a monthly RWP briefing topic; Engineering and Leadership Training; and a Group Safety Performance Review. Corrective actions were identified by the two cross-functional teams on slips, trips and falls (STF), and the Track-Laying Machine (TLM). A blue ribbon management committee was established to evaluate the effectiveness of existing safety initiatives and programs and recommend changes directly to the chief engineer.

## Mechanical Department

Mechanical continued to successfully use a multi-level Safety, Health and Environmental Process Focus Team (PFT), which includes representation from all divisions. The team was reorganized in FY '09 to include more agreement-level employees. The team's major accomplishment for FY '09 continued to be the FY '10 Safety Plan (in planner format), created, published and distributed to all Mechanical employees. A Mechanical Safety Logo contest determined local winners who were entered into a national competition to determine a final award winner.

## Transportation Department

Transportation continued to focus on reducing injuries through the behavioral safety process of observation and feedback. Specific behaviors related to safety and operating rules were targeted for observation each month based on injury history analysis and seasonal trends. Transportation also focused on supporting the activities of local and division-level safety committees as they worked with employees to promote safe behaviors. Safety Awareness Day continued as a way to improve employee safety awareness. Block Training stressed key factors causing injuries, and the Supervisor's Workshop provided training in specific techniques that supervisors can use to manage safety.

### Amtrak Safety Performance System-Wide and Major Operating Departments Fiscal Years 2005-2009

| Amtrak System             | FY '05 | FY '06 | FY '07 | FY '08 | FY '09 |
|---------------------------|--------|--------|--------|--------|--------|
| Ratio                     | 3.7    | 3.3    | 2.4    | 2.9    | 2.3    |
| Goal                      | 3.3    | 3.0    | 2.8    | 2.2    | 2.0    |
| Total Reportable Injuries | 709    | 614    | 453    | 552    | 447    |

| Engineering               | FY '05 | FY '06 | FY '07 | FY '08 | FY '09 |
|---------------------------|--------|--------|--------|--------|--------|
| Ratio                     | 2.5    | 2.1    | 2.1    | 1.7    | 2.4    |
| Goal                      | 3.7    | 1.9    | 1.9    | 1.9    | 1.9    |
| Total Reportable Injuries | 88     | 73     | 73     | 59     | 85     |

| <b>Mechanical</b>         | <b>FY '05</b> | <b>FY '06</b> | <b>FY '07</b> | <b>FY '08</b> | <b>FY '09</b> |
|---------------------------|---------------|---------------|---------------|---------------|---------------|
| Ratio                     | 4.3           | 3.9           | 2.6           | 2.7           | 2.1           |
| Goal                      | 4.2           | 2.9           | 2.9           | 2.0           | 1.8           |
| Total Reportable Injuries | 204           | 179           | 119           | 122           | 97            |

| <b>Transportation</b>     | <b>FY '05</b> | <b>FY '06</b> | <b>FY '07</b> | <b>FY '08</b> | <b>FY '09</b> |
|---------------------------|---------------|---------------|---------------|---------------|---------------|
| Ratio                     | 3.2           | 2.2           | 1.8           | 2.0           | 1.7           |
| Goal                      | 3.3           | 2.9           | 1.7           | 1.6           | 1.6           |
| Total Reportable Injuries | 263           | 171           | 144           | 165           | 142           |

*Safety Training Statistics*

| <b>Safety Training Courses Taught in 2009</b> |                                 |
|---|---------------------------------|
| <b><u>Course Name</u></b>                     | <b><u>Employees Trained</u></b> |
| OSHA & FRA Fall Protection                    | 74                              |
| Accident Reporting — Online                   | 352                             |
| Injury Reporting — Online                     | 548                             |
| Hazard Communication                          | 1,159                           |
| Accident Incident Reporting                   | 54                              |
| Confined Space Entrant/Attendant              | 40                              |
| Confined Space Entry Supervisor               | 90                              |
| Noise and Hearing Conservation                | 1,042                           |
| Lockout/Tagout Awareness                      | 984                             |
| Blue Signal Protection                        | 1,117                           |
| Lockout/Tagout Qualification                  | 236                             |
| Asbestos Awareness                            | 26                              |
| Lead Awareness                                | 492                             |
| Hazardous Communication                       | 2                               |
| Hazard Communication Refresher                | 59                              |
| Respirator Fit Testing                        | 62                              |
| Fire Extinguisher Basic                       | 4,152                           |
| Personal Protective Equipment                 | 1,074                           |
| Fall Protection — OSHA                        | 238                             |
| <b>Total Employees Trained</b>                | <b>11,801</b>                   |

## VII. Awards and Recognition

**Amtrak President's Service and Safety Awards:** *The President's Service and Safety Awards program provides the highest recognition given to Amtrak employees by the corporation. The program is designed to honor employees who perform far beyond the expected duties and responsibilities of their jobs and who make outstanding contributions to improve the efficiency, economy, safety and service of Amtrak's operations while embracing the values of the corporation.*

- *Safety Achievement/2009 Charles Luna Safety Achievement Award*  
William H. "Willie" Bates, Conductor, Richmond, Va.
  
- *Safety Achievement*  
Susanne J. Gimer, Train Attendant, Lorton, Va.
  
- *Safety Committee of the Year*  
Wilmington (Del.) Maintenance Facility Safety Committee
  - James R. "Robby" Duncan, Safety Engineer  
(Retired April 2009)
  - Dewitt "Clint" Foster, Machinist
  - Walter Green, Material Handler
  - Christopher Lento, Foreman III
  - Frank Lombardo, Electrician
  - Gary Kravitz, Sheet Metal Worker
  - Richard Pantalino, Electrician
  - Michael J. Reilly, Foreman III
  - William Steward, General Foreman
  - Dave Swain, Foreman II
  - Linda Turcol, Clerk
  
- *Environmental Achievement*  
Gary P. Esposito, Assistant Superintendent, Sanford, Fla.  
Justin Liddle, Environmental Coordinator, Sanford, Fla.

**Association of American Railroads Environmental Awards:** These awards recognize an individual employee who has demonstrated outstanding performance in the areas of environmental awareness and responsibility during the award year.

- *2009 Professional Environmental Excellence Award (Amtrak Nominee)*  
Tami Calderon, Environmental Coordinator, Los Angeles



- *John H. Chafee Environmental Excellence Award (Amtrak Nominee)*  
Tom Meyer, Foreman III, Chicago



***Dr. Gary Burch Memorial Award:*** This award recognizes the individual railroad employee judged to have done the most to improve the safety of railroad passengers in a given year.

- Mike Webber, Track Supervisor, Boston (Amtrak Nominee)

***Harold F. Hammond Safety Award:*** This award was established in 1986 and is awarded to an individual employee who has demonstrated outstanding safety achievement during the preceding year.

- Dave Cowan, Mechanical Superintendent, Los Angeles (Amtrak Nominee)

***City of Fresno Mayor's Business Recycling and Zero Waste Awards***

***Program:*** This award from the City of Fresno, Calif., recognizes efforts by businesses that actively support recycling in the workplace. To be considered, businesses must achieve at least a 50 percent recycling rate locally and demonstrate efforts to buy recycled content products and promote waste reduction in the workplace.

- Michael Lucero, Ticket Clerk, Fresno



## VIII. Contact Information

### *Environmental Health and Safety Department*

|                        |  |
|------------------------|--|
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|                                       |   |
|---------------------------------------|---|
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Senior Environmental Coordinator  
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Amber Moore  
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Environmental Coordinator—Programs

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## *Safety*

|   |   |
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